

AGENDA ITEM: ad hoc Strategic Planning**GENERAL OVERALL PROGRAM UPDATE:****BACKGROUND:**

One of the objectives established during the board's February 2001 planning session was:

Goal D, Objective 5: By the June 2001 Board meeting, the Board President, Vice President and Assistant Bureau Chief will review the existing planning process and make recommendations to the Board on future planning processes.

CURRENT STATUS:

The review group met during the April 2001 board meeting and considered various alternatives for the board's planning process, from continuing the existing process with no change to using no formal process at all during the early, formative years of dynamic development of the Library of California. As a result of this review, the planning process review group decided to recommend a different planning process from that which has been in place for a number of years. This revised process is defined below. At this meeting the group would like to obtain initial input and feedback on this first draft from board members. This revised process, along with the board member input, will then be considered, for staff's ability to support it, by the CSL LoC Team at a two-day staff planning session in mid July. The results of that work will be presented to the board's planning process review group for final development of a proposed process to be considered by the board at the August meeting.

Overview

The group proposes a planning process that:

- is budget driven and that drives budget decisions,
- has a broader, policy emphasis,
- focuses on LoC program/service priorities and objectives for implementation of them rather than on general goals and activity-related objectives, and
- sets program/service development priorities (e.g. establishes a formal priority to focus program/service development efforts on regional library network development rather than statewide preservation or prioritizes on development of statewide reference and regional reference rather than electronic delivery of information, etc.)

Long Range

This process would begin with an understanding of all of the LoC programs/services, their stages of development, and assessment of the resources required to move them to ongoing operation. It must define the interrelationships among programs/services that need to be

taken into consideration together (including CLSA programs and services) if the programs/services are to be developed effectively. Then decisions would be made on priorities for program/service development (i.e. which comes first). This long range background will drive:

Short Range Priorities/Objectives

decisions on which programs/services should be worked on, in what order, by staff and regional library networks, resulting in:

- detailed program/service development plans.
- identification of and decisions on policy issues involved in development of the program/service.
- implementation of the development plan.

definition of budgetary priorities and resources needed to develop/operate the prioritized programs/services.

definition of priorities/options if the board does not receive the funding desired.

Timeline and Activities to Implement this Process

June 2001 to Feb. 2002

- Operate under existing goals and objectives with committees implementing them, as appropriate, addressing them at each board meeting and reporting to the board on progress (See Exhibit A for display of objectives by committee). These objectives have been included in the agenda packet with the materials for each committee to facilitate the committee review and reporting to the full board at the June meeting.

February 2002 - 1-day planning session, including:

- Presentation by staff on status of program/service development and what is still to be accomplished to fully implement all LoC programs/services, as well as the transition of CLSA to LoC (See Exhibit B for a summary listing of all LoC programs/services - from February 2000 planning session).
- Presentation by a public policy consultant and/or futurist on the current planning environment.
- Review of governor's 2002/2003 budget proposal.
- Review of estimated resources and time required to implement each program/service.
- Review of program/service interrelationships affecting development/operation.

- Definition of three-year (2002/2003 - 2005/2006) program/service development priorities.
- Definition of coming year (2002/2003) service development and CLSA transition priorities, given governor's budget proposal and current planning environment.
- Definition of services and transition planning priorities for next year (2003/2004).

May 2002 - as part of meeting

- Re-assess 2002/2003 development and 2003/2004 planning and budget priorities, based on May Revise and legislative environment.

August 2002 - as part of meeting

- Assess priorities and plan for 2002/2003 based on signed budget.
- Confirm or revise program/service and budgetary planning for 2003/2004.

November 2002 - as part of meeting

- Track progress of 2002/2003 implementation and 2003/2004 planning.

February 2003 - 1-day planning session

- Assess progress of service development and transition through Dec. 2002.
- Presentation on the current planning environment.
- Review of governor's 2003/2004 budget proposal.
- Review of estimated resources and time required to implement each program/service.
- Review of program/service interrelationships affecting development/operation.
- Revision, as needed, of three-year (2002/2003 - 2005/2006) program/service development priorities and/or extension of plan/priorities by one year.
- Definition of coming year (2003/2004) program development and transition priorities, given governor's budget proposal and current planning environment.
- Definition of program and transition planning priorities for next year (2004/2005).

etc.

Relevant Committee: ad hoc Strategic Planning

Staff Liaison: Liz Gibson

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LIBRARY OF CALIFORNIA SERVICE PROGRAMS

Article 5: Regional Library Network Services

Section Service

18841 Network Administration **(shall)**

18842 Systems and Services **(shall)**

- a.) Telecommunications System
- b.) Regional Communications System to Use the
Telecommunications System
- c.) Intraregional Delivery Service
- d.) Online Access to:
 - Information Files
 - Resources (i.e. materials & human expertise)
 - Bibliographic Records

18843 Electronic Online Resources

18844 Reimbursements

- a.) Interlibrary Loan
- b.) Patron Referral and Onsite Services
- c.) Direct Loan
- d.) Electronic Direct Access
 - Electronic Borrowing
 - Electronic Delivery
- e.) Document Delivery

18845 Training & Continuing Education to Encourage Effective Use
of Resources & Services and to Provide Effective
Delivery of Services **(shall)**

18846 Information and Referral **(shall)**

- a.) Information & Referrals for Requests Beyond Capacity of
Member Library by:
 - Accessing resources/expertise of other member libraries
 - Improving participating libraries' general reference capacity
 - Improving reference services to underserved populations
- b.) Grants for Information Service Enhancement

18847 Promote Public Awareness of Library Services Available **(shall)**

18848 Cooperative, Coordinated Resource Development Programs

18849 Underserved Programming

Article 6 Statewide Services

Section Service

18850 State Board Services (shall)

- a.) Telecommunications Infrastructure
- b.) Communications System to Use Infrastructure
- c.) Statewide Delivery System Between Regions

18851 Bibliographic Records (shall)

- a.) Promote Standards for Bibliographic Records & for Communications Protocols
- b.) Provide Online Access to:
 - Serial/periodical holdings information
 - Information files
 - Information resources
 - Bibliographic records

18852 Continuing Education Clearinghouse (shall)

- a.1.) Clearinghouse of CE Information
- a.2.) Coordination of CE Activities Statewide
- b.) CE Opportunities

18853 Support Access (shall)

- a.) Access to Specialized Information Expertise and Resources Beyond Capacity of Libraries or Regional Networks
- b.) Grants for Information Service Enhancement

18854 Promoting Public Awareness of Library Services Available (shall)

18855 Resource Development (shall)

- a.) Cooperative, Coordinated Resource Development
- b.) "Last Copy" Depository
- c.) Grants for Cooperative, Coordinated Resource Development

18856 Preservation Information (shall)

- a.) Preservation Information Center to:
 - Provide preservation information
 - Coordinate preservation activities
 - Conduct preservation training
- b.) Grants for Preservation of & Access to Important Materials

18857 Underserved Programs Funding

Grants to Provide:

- Collections to meet the needs of the underserved
- Employment and retraining of staff to promote and utilize the collections effectively
- Appropriate services to the underserved

18858 Statewide Coordination **(shall)**

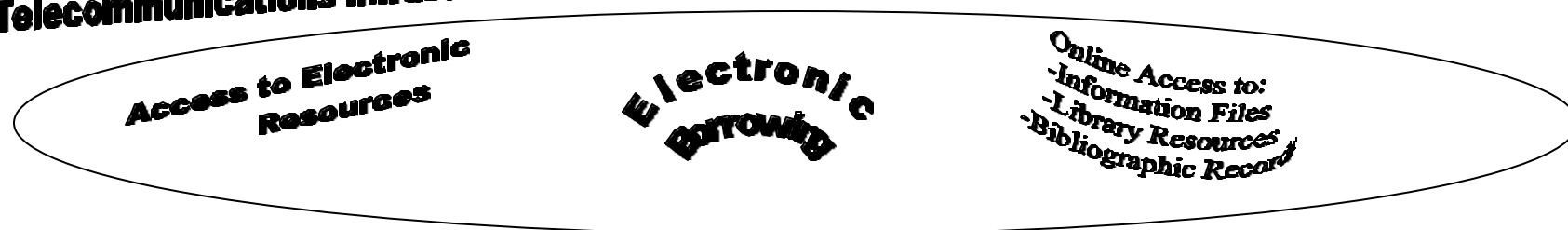
18859 Major Resource Libraries

- a.) Grants to Provide Services Defined in this Article
- b.) Collaborative, Cooperative Projects for the General Advancement of California Library Service

Library of California Regional Library Network Services

(Education Code Sections 18842-18849)

Telecommunications Infrastructure-Regional



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Direct Loans

Patron Referrals &
Online Services

Training and
Continuing Education
(CE)

Backup Information
& Referral
"2nd Level Reference"

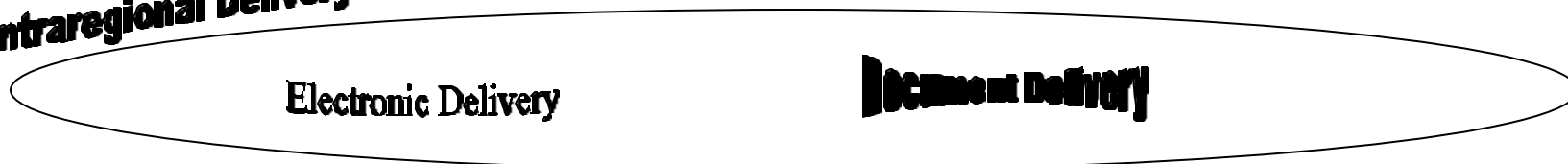
Information
Service
Enhancement
Grants

Public Awareness
of Services Available

Cooperative, Coordinated
Resource
Development

Programming to Underserved Populations

Intraregional Delivery



Library of California Statewide Services
(Education Code Sections 18850-18859)

Telecommunications Infrastructure-Statewide

Promote standards for communications protocols

Online Access to:
-Serials/Periodicals
-Information Resources
-Bibliographic Records

Promote
Bibliographic
Record Standards

CE
Clearinghouse

Coordinate CE
Activities Statewide

Provide
CE Opportunities

Backup Resources
& Expertise
"3rd Level Reference"

Information
Services
Enhancement
Grants

Public Awareness
Of Services
Available

"Last Copy "
Depository

Cooperative, Coordinated
Resource Development

Programming to
Underserved Populations

Preservation Program

Major Statewide
Resources Libraries

Statewide Delivery

Statewide Delivery Between Regional Networks